

Service Excellence Case Studies

Case Study 1.1

Finance - Why is lunch time so popular?

Issue: Renewing auto tags

Time: 15 minutes

Movie Theme: 9 to 5

Case Study 1.2

Team Metro – Let's get this straight...Your priorities are not my priorities!

Issue: Renewal of passport

Time: 15 minutes

Movie Theme: If it's Tuesday, it must be Belgium

Case Study 1.3

Water and Sewer – One can't live on bread alone!

Issue: Water has been turned off; resident needs it turned back on

Time: 15 minutes

Movie Theme: Sahara

Case Study 1.4

Finance Collection – What, no free lunch or health care!

Issue: Receiving a medical bill from the County for \$5,000

Time: 15 minutes

Movie Theme: The Hospital

Case Study 1.5

Metro Dade Transit – Calling all music lovers!

Issue: Passenger decides he wants to listen to his boom box

Time: 15 minutes

Movie Theme: The Music Man

Case Study 1.6

Public Works – We have a failure to communicate!

Issue: A resident finds his sidewalk and a part of his driveway dug up

Time: 15 minutes

Movie Theme: Cool Hand Luke

Case Study 1.7

Team Metro - Do-it-yourself and lose money?

Issue: Repairing a car in front of your driveway

Time: 15 minutes

Movie Theme: The Fast and The Furious

Case Study 1.8

Public Works - Garden of Eden...NOT!

Issue: Mosquito infestation problem in front of your yard

Time: 15 minutes

Movie Theme: It's A Bug's Life

Case Study 1.9

Solid Waste - Reading too much is bad for one's health!

Issue: Unusual amount of recyclable trash to be picked up on a weekly basis

Time: 15 minutes

Movie Theme: Men At Work

Case Study 1.10

Building Department - Satellite Dish on steroids or UFO communicator!

Issue: Neighbor installing a huge satellite dish

Time: 15minutes

Movie Theme: Close Encounters of the Third Kind

Case Study 2.1

Fictional Dept. – Is giving up my first-born next?

Issue: Migrating from good customer service to service excellence

Time: 20 minutes

Movie Theme: Vision Quest

Case Study 2.2

Fictional Dept. – Hit me some more! I love pain...Not!

Issue: Turning crises into opportunities

Time: 20 minutes

Movie Theme: Pocketful of Miracles